

CLIENT AUTHORIZATION LETTER

DATE (TBD)

Dear Client:

We are currently responding to a request for proposal (RFP) for the NASA Ames Research Center Project and Engineering Support Services (PESS) procurement. This procurement is a new requirement for Engineering Services support at Ames.

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of its solicitation is that past clients of ours be identified and asked to participate in the evaluation process. We have identified _____ of your organization as the point of contact based on his/her knowledge concerning our work.

Please help us by completing the enclosed Past Performance Questionnaire and forwarding it directly to NASA Ames Research Center, ATTN: AnJennette Contreras-Rodriguez, Code JAC:213-13, Moffett Field, CA 94035-0001, telephone 650-604-2147. Facsimile responses are acceptable. Please fax to the attention of AnJennette Contreras-Rodriguez, fax 650-604-2593. E-mail responses may be sent to: AnJennette.C.Rodriguez@nasa.gov.

A response to this questionnaire is requested to the above address no later than _____.

Thank you for completing this questionnaire. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

This form contains Source Selection Information when completed.

Please use the following adjectival ratings to respond to the questions on the following pages. Please select one rating per statement, using the following definitions and provide additional remarks to further explain any Excellent or Poor rating, as well as in response to the more detailed questions.

Definition of Ratings

Excellent (E)	Consistent record of exceptional past performance by the offeror and any proposed major subcontractors on work identical or very similar to the work requirements of the proposed contract; indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
Very Good (VG)	Consistent record of successful past performance by the offeror and any proposed major subcontractors on work identical or very similar to the work requirements of the proposed contract; demonstrating very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance.
Good (G)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract; and it demonstrates effective performance; fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance.
Neutral (N)	Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available or not applicable.
Satisfactory (S)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract and may be limited in terms of the size, scope and complexity when compared to this contract; demonstrates meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Poor (P)	The Offeror's relevant past performance demonstrates performance that does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance.

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Past Performance Questionnaire

Table 1

Offeror:	
Contract Number:	
Agency/Company:	

General

Please provide the following information concerning the contract:

1. Type of Contract

Firm Fixed Price	<input type="checkbox"/>	Cost Plus Fixed Fee	<input type="checkbox"/>
Cost Plus Award Fee	<input type="checkbox"/>	Other (Describe): _____	<input type="checkbox"/>

2. Method of Competition

Non-Competitive	<input type="checkbox"/>
Competitive (provide description—e.g., Full and Open, Small Business Set-Aside, etc.—below) _____	<input type="checkbox"/>
Follow-on?	<input type="checkbox"/>
New requirement?	<input type="checkbox"/>

3. Period of Performance (including extensions/options):

From:		To:	
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4. Contract Value (including all options): \$_____

5. Was the contractor the prime contractor or a subcontractor? Please indicate the percentage of overall contract work performed and number of Work Year Equivalents (WYEs) used to perform the work.

Prime contractor	<input type="checkbox"/>	Subcontractor	<input type="checkbox"/>
% of work performed		# of WYEs provided	

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6. Description of services provided:

Types of Services Provided	Service Provided? (check)
Hardware Design	
Space Systems	
Aeronautics Systems	
Other Systems	
Software Design	
Flight Software	
Software Tools Development	
Ground Data Systems Software	
Other Software	
Spacecraft Integration and Test	
Space Mission Operations	

Please provide additional remarks to further explain Excellent or Poor ratings.

	Place an "X" in the appropriate column	E	VG	G	N	S	P
Relevant Technical Performance	Compliance with technical and schedule requirements						
	Contractor flexibility and effectiveness in dealing with changes to technical requirements						
	Innovation and resource-efficient solutions to satisfy requirements						
	Key personnel performance						
	Ability to provide personnel with appropriate skills and expertise and to assess and reassign staff based on performance						
	Accomplishment of task objectives without the need for constant, direct customer oversight						
	Approach to dealing with short-term, high-demand requirements						
	Infusion of best practices and lessons learned						

Comments/Remarks:

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Please provide additional remarks to further explain Excellent or Poor ratings.

	Place an "X" in the appropriate column	E	VG	G	N	S	P
Contract Management	Employee safety record						
	Qualifications, effectiveness, and authority of on-site contract management						
	Proactiveness and cooperativeness in resolving issues						
	Ability to manage both small and large tasks as well as the simultaneous management of a large number of varied tasks						
	Conformance with the terms and conditions of contracts, including delivery of products and reports, and adherence to cost and schedule constraints						
	Efficiency of management in setting up and managing subcontracts and vendor agreements.						
	Ability to attract and retain high-caliber technical employees to address contract objectives						
	Retention of key and other personnel during the first year of contract.						
	Management of the phase-in period to ensure efficient continuation of operations during contract start-up						
	Management of technology transfer						

Comments/Remarks:

Please provide additional remarks to further explain Excellent or Poor ratings.

	Place an "X" in the appropriate column	E	VG	G	N	S	P
Corporate Management Responsiveness	Responsiveness of corporate management to contract problems						
	Extent of corporate management involvement in the operation of the contract						
	Qualifications of on-site contract management						

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	Management performance and its ability to resolve problems						
	Ability to hire and retain uniquely qualified individuals, including senior engineers and foreign nationals with various immigration statuses						

Comments/Remarks:

Other Information

1. Describe any serious performance problems, termination for default, safety violations, or regulatory violations resulting from contractor performance.
2. Discuss any problems encountered and the contractor's resolutions to those problems.
3. Discuss any overruns in direct or indirect overhead rates and their impact on overall performance.
4. Provide examples of innovative methods implemented by the contractor that resulted in cost savings to the customer.

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5. Specify the amounts of and explain the reason for cost under-runs or overruns, if any. Specify the amounts and explain the reason for any cost savings or growth resulting from deletions or extensions to the period of performance, from work added/deleted to the scope of the contract, and from performance that cost more or less than originally predicted or estimated.

6. Explain any schedule slips and steps taken to mitigate the impact of the slips.

Submitted By (Name and Title)

Date

Agency/Office:

Telephone Number:

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